
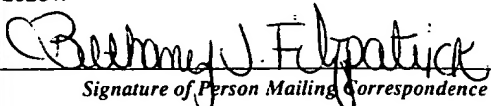


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AMENDMENT TRANSMITTAL LETTER (Large Entity) Applicant(s): GI or et al.				Docket No. END919990079US1	
Serial No. 09/439,310	Filing Date 11/21/99	Examiner J. Reagan		Group Art Unit 2163	
Invention: BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES					
<u>TO THE ASSISTANT COMMISSIONER FOR PATENTS:</u>				RECEIVED JUN 0 6 2002 Technology Center 2100	
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	3 -	9 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	1 -	3 =	0 x	\$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div><input checked="" type="checkbox"/> No additional fee is required for amendment.</div> <div><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ A duplicate copy of this sheet is enclosed.</div> <div><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.</div> <div><input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0457 A duplicate copy of this sheet is enclosed.</div> <div><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.</div> <div><input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div>					
<div> Signature</div> <div>John R. Pivnichny, Reg. No: 43,001 IBM Corporation, N50/040-4 1701 North Street Endicott, NY 13760</div>			Dated: 05/21/02		
			RECEIVED JUN 14 2002 GROUP 300		
cc:			<div>I certify that this document and fee is being deposited on 05/22/02 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.</div> <div> Signature of Person Mailing Correspondence</div> <div>Bethany J. Fitzpatrick Typed or Printed Name of Person Mailing Correspondence</div>		



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

3/00
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6-18-02

In re Application of:

Group Art Unit: 2163

Gloor et al.

Serial No: 09/439,310

Examiner: J. Reagan

Filed: 11/12/99

Docket No. END919990079US1

Title: BUSINESS METHOD FOR
QUALITY ASSURANCE OF
SERVICES

IBM Corporation
Intellectual Property Law
Department N50/040-4
1701 North Street
Endicott, NY 13760

AMENDMENT

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Technology Center 2100

Assistant Commissioner of Patents

Washington, DC

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JUN 14 2002

Dear Sir:

GROUP 3600

In response to an office action dated 02/26/2002 in the
above-designated Application, please make the following
amendments:

In the claims:

Please cancel claims ~~3~~, and ~~5-9~~ without prejudice.

1. (Amended) A quality assurance method for a services solution,
comprising the steps of:

a/
defining a first solution by a provider having a business
objective, for a customer having a need;

END919990079US1

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09/439,310